

Mental Health Services Act (MHSA) Issue Resolution Process

The Los Angeles County Department of Mental Health is committed to resolving issues related to the implementation and ongoing operations of its programs. The resolution of issues associated with MHSA-funded programs is part of the Department's overall issue resolution process. Issues may be raised through any of the existing offices, including:

For MHSA Program Issues Specifically:

- **MHSA Implementation & Outcome Unit**
In-Person: 695 South Vermont Avenue, Suite 800, Los Angeles, CA 90005
E-mail: MHSAIssueResolution@dmh.lacounty.gov
Telephone: (213) 251-6817
Fax: (213) 351-2762

For clients receiving mental health services including Medi-Cal Beneficiaries:

- **Patients' Rights Office**
Non-Hospital Grievances/Appeals: (213) 738-4949
Hospital Grievances/Appeals: (800) 700-9996 or (213) 738-4888

We strive to address and resolve issues as quickly as possible, with an emphasis on increasing service quality. If a MHSA planning, implementation, or operations issue cannot be resolved by the MHSA Implementation & Outcome Unit, it will be reviewed by the Department's appointed Systems Leadership Team (SLT).

For more information, contact Debbie Innes-Gomberg, Ph.D., at DIGomberg@dmh.lacounty.gov or at (213) 251-6817.

Types of MHSA issues that may be resolved through this process:

- Concerns about access or quality of MHSA programs and services
- Inconsistencies between the approved MHSA Plan and implementation
- County MHSA Planning Process

What to Expect When Filing an Issue

- The MHSA Implementation & Outcome Unit will investigate the issue and try to resolve it within the Unit.
- If the issue is resolved, the Issue Filer will receive a notification of resolution in writing.
- If the issue cannot be resolved by the MHSA Implementation Unit, the issue will be referred to the SLT for further review.
- If the issue was resolved by the SLT, the Issue Filer will receive a notification of resolution in writing.
- If the SLT did not resolve the issue, the Issue Filer will receive a notification of resolution in writing and he/she may appeal to the State.

Please click on the links below to download the following documents:

[MHSA Issue Resolution Form](#)
[MHSA Issue Resolution Process Overview](#)

Links



[MHSA Issue Resolution Process \(NEW\)](#)